

JOB DESCRIPTION

**WASHINGTON COUNTY BOARD OF COUNTY COMMISSIONERS  
400 S. Johnstone Ave., Rm. 201  
Bartlesville, OK 74003**

<b>Job Title</b>	<b>Entry Level Information Technology</b>	<b>Number/Grade /FLSA</b>
<b>Division</b>	<b>Information Technology PC-Network Support and Administration</b>	
<b>Reports to</b>	<b>IT Manager</b>	<b>Date approved</b>

**GENERAL SUMMARY (What is done and why)**

Primarily responsible for supporting the county's Personal Computers; maintaining a reliable network and database system, while supporting internal and external customers' needs, and supporting server operations. A full time, non-exempt position, will be a 40-hour work week with flexible scheduling required.

**PRINCIPAL DUTIES & RESPONSIBILITIES (Majority of duties performed, but not meant to be all inclusive nor prevent other duties from being assigned as necessary.)**

**JOB RESPONSIBILITIES:**

- Isolate and do first resolution of Personal Computer problems relating to printing and file sharing.
- Install new computers following established installation procedures.
- Record maintenance and repair information for computer equipment and other paperwork processing as required.
- Manage interaction with repair and support vendors for the repair of personal computers and/or printer equipment.
- Monitor and perform back-up and maintenance procedures and prepare documentation.
- Perform initial troubleshooting of network and internet connectivity issues.
- Provide helpdesk services to county personnel and troubleshoot observed and reported problem issues in a timely and accurate manner.
- Prioritize work based on urgency to avoid potential user downtime and provide end user guidance and training where required.

**KNOWLEDGE, SKILLS & ABILITIES (Minimum education, experience, technical and communication skill levels and licenses/certifications normally required to perform the duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)**

- A minimum of a high school education or equivalent is required with a preference given to a post secondary diploma or degree, preferably in network administration and hardware configuration or related work experience. Strong interpersonal skills. Professional image, positive attitude and exceptional work ethic.

**PHYSICAL DEMANDS (The physical effort generally associated with this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions)**

This non-exempt position will be a 40-hour work week. Depending on the activities and needs, flexible scheduling is vital in this position. Work involves standing and walking for periods of

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time. Inspections will require bending, stooping, climbing on equipment and working on uneven surfaces. Work may include occasional pushing, pulling carrying objects weighing up to 50 pounds such as files, documents and media equipment for training.

### **WORKING RELATIONSHIPS/CONTACTS** (Others with which position has contact and the reason.)

As a part of the county's small IT team, extensive contact with employees and Elected Officials to gather, clarify and provide information and guidance is vital. Contact with software and hardware vendors.

### **FINANCIAL ACCOUNTABILITY** (Budget/asset amount managed, revenues/profits produced, and/or other financial resources position is accountable for. Also indicates judgment/decision-making level.)

Position has financial and inventory accountability for purchases of necessary equipment, licenses, software and hardware under the direct supervision of the IT Manager.

### **WORKING CONDITIONS**

Work days are Monday through Friday, 8 AM to 5 PM, but must be available to respond to after hour and weekend calls.

A pre-employment alcohol and drug test is mandatory.